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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR  
CALL CENTERS"Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

) Group Art Unit: 2645

) Examiner: Anwah, Olisa

) SUPPLEMENTAL  
) AMENDMENT AND RESPONSE) **CERTIFICATE OF FACSIMILE TRANSMISSION**) I HEREBY CERTIFY THAT THIS PAPER IS BEING  
) FACSIMILE TRANSMITTED TO THE UNITED STATES  
) PATENT AND TRADEMARK OFFICE TO (703) 872-8314  
) ON MAY 28, 2003.

) SHERIDAN ROSS P.C.

) BY: Amey Duarte

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Supplemental Amendment and Response to address further the Office Action having a mailing date of February 5, 2003 (Paper No. 11). Please accept this Supplemental Amendment and Response in lieu of the amendment filed May 6, 2003. A Request for Extension of Time was previously filed, thereby extending the time period for response from May 5, 2003 to June 5, 2003. Although the Applicant believes that no fees are due for filing this Supplemental Amendment and Response, please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

Please cancel Claim 3 and amend the above-identified patent application as follows:

DAVID F. ZINGER  
TODD P. BLAKELY  
GARY J. CONNELL  
SABRINA C. STAVISH  
JOSEPH B. KOVARIK  
SUSAN PRYOR WILLSON  
LEWIS D. HANSEN  
ROBERT R. BRUNELLI  
DOUGLAS W. SWARTZ  
BRUCE A. KUGLER  
BRENT P. JOHNSON  
DANA HARTIG CARDWELL  
BENJAMIN B. LIEB  
BRADLEY M. KNEPPER  
MIRIAM DRICKMAN TRUDELL  
SCOTT R. BIALOCKI  
KENNETH C. WINTERTON  
ROBERT D. TRAVER, PH.D.  
CHRISTOPHER J. HUSSIN  
MARK L. YASKANTIN

**SHERIDAN ROSS**  
*A Professional Corporation*  
**ATTORNEYS AND COUNSELORS AT LAW**

1560 BROADWAY  
SUITE 1200  
DENVER, COLORADO 80202-5141

TELEPHONE (303) 863-9700  
FACSIMILE (303) 863-0223  
E-MAIL [srlaw@sheridanross.com](mailto:srlaw@sheridanross.com)

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KERMITH F. ROSS  
1910-1986

OF COUNSEL  
PHILIP H. SHERIDAN  
CRAIG C. GROSETH

TECHNICAL SPECIALISTS  
DENNIS J. DUPRAY, Ph.D.  
ANGELA K. DALLAS, Ph.D.  
CRAIG W. MUELLER

**FACSIMILE COVER SHEET**

TIME: \_\_\_\_\_

DATE: May 28, 2003

Please deliver the following page(s) to:

Name: Olisa Anwah, Examiner  
U.S. Patent Office

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Your Ref. No.: Serial No. 09/482,969 filed January 12, 2000

Total Number of Pages, including this cover page: 13

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MESSAGE:

Please find attached a Supplemental Amendment and Response.

**PLEASE CONFIRM RECEIPT**

If you do not receive all the pages, please call Amy Duarte at (303) 863-9700.

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